

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.-50. (Cancelled)

51. (New) A method for assigning work items to queues in a call center environment where the work items are addressed in real time or business time comprising:

receiving one or more work items to be assigned to a delta queue;

selecting, by a scheduler, a calendar to be associated with one of the one or more work items, the calendar used for a real-time to business-time or business-time to real-time conversion, and wherein the calendar has an associated granularity;

creating an index into a business-time to real-time table; and

inserting, by the scheduler, at the head of the delta queue, and before the work item, an appropriate off-time to account for a non-business-time, wherein work items in the delta queue are thus delayed by the appropriate amount of off-time corresponding to the non-business time.

52. (New) The method of claim 51, further comprising:

generating the index by selecting a minimum time interval;

determining a calendar start time;

subtracting a real-time from the calendar start time; and

taking a modulus of the calendar time by the minimum time interval.

53. (New) The method of claim 52, further comprising determining a service time according to a remainder of the modulus operation.

54. (New) The method of claim 51, further comprising:

determining which of the queues into which a work item should be placed, each of the queues having an associated calendar including business-time and non-business time periods.

55. (New) The method of claim 54, further comprising:
placing the work item at a tail of one of said plurality of queues based on the determination.

56. (New) The method of claim 54, wherein the determining step includes predetermined techniques that perform resource allocation within the scheduler for each of queues independently of the calendar associated with the queues.

57. (New) The method of claim 51, wherein when the one or more work items are placed in the delta queue, a service time is associated with each work item, a timer is associated with the work items, and when the timer expires the service time has elapsed

58. (New) The method of claim 57, further wherein the work items are stored in time order, with the work item nearest a front of the queue having a soonest timeout and the first entry in the delta queue records a time at which the corresponding work item will timeout relative to a current time, and each subsequent entry in the delta queue records a timeout of the corresponding work item relative to the timeout of the previous work item in the queue.

59. (New) One or more means for performing the steps of claim 51.

60. (New) One or more computational components that perform the steps of claim 51.

61. (New) A system that assigns work items to queues in a call center environment where the work items are addressed in real time or business time comprising:

a resource allocation system that receives one or more work items to be assigned to a delta queue;

a scheduler that selects a calendar to be associated with one of the one or more work items, the calendar used for a real-time to business-time or business-time to real-time conversion, and wherein the calendar has an associated granularity;

a conversion system that creates an index into a business-time to real-time table; and , with the cooperation of the scheduler inserts at the head of the delta queue, and before the work item, an appropriate off-time to account for a non-business-time, wherein work items in the delta queue are thus delayed by the appropriate amount of off-time corresponding to the non-business time.

62. (New) The system of claim 61, wherein the conversion system further:
generates the index by selecting a minimum time interval;
determines a calendar start time;
subtracts a real-time from the calendar start time; and
takes a modulus of the calendar time by the minimum time interval.

63. (New) The system of claim 62, wherein a service time is determined according to a remainder of the modulus operation.

64. (New) The system of claim 61, wherein in determining which of the queues into which a work item should be placed, each of the queues have an associated calendar including business-time and non-business time periods.

65. (New) The system of claim 64, wherein the work item is placed at a tail of one of said plurality of queues based on the determination.

66. (New) The system of claim 64, wherein the determining step includes predetermined techniques that perform resource allocation within the scheduler for each of queues independently of the calendar associated with the queues.

67. (New) The system of claim 61, wherein when the one or more work items are placed in the delta queue, a service time is associated with each work item, a timer is associated with the work items, and when the timer expires the service time has elapsed

68. (New) The method of claim 67, further wherein the work items are stored in time order, with the work item nearest a front of the queue having a soonest timeout and the first entry in the delta queue records a time at which the corresponding work item will timeout relative to a current time, and each subsequent entry in the delta queue records a timeout of the corresponding work item relative to the timeout of the previous work item in the queue.